

DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS - PATTON

JOB CLASSIFICATION: ASSOCIATE GOVERNMENTAL PROGRAM ANALYST (AGPA) WORKING TITLE: QUALITY IMPROVEMENT ANALYST

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Perform the more responsible, varied, and complex technical analytical staff services work and continually provide consultative services to management or others. Responsible for the review of systemic and continuous actions that lead to measurable improvement in healthcare services.

40% DATA ANALYSIS

- Perform analytical studies of continuous quality improvement data.
- Conducts analytical assessments on the performance improvement audit data for Psychiatry, Psychology, Medical, Nursing, Nutrition Services, Rehabilitation Therapy and Social Work.
- Formulate reports containing an analysis of monitoring data to Quality Improvement Team Leaders, management and quality council.
- Proficiency in utilizing Microsoft word and databases to develop comprehensive statistical and aggregate data reports.

40% DATA COLLECTION, ENTRY, AND MONITORING

- Provides forms and documents to QI Leadership
- Attends QI brainstorming sessions and provides guidance on QI process.
- Reviews and evaluates quality improvement framework data provided by QI Leadership.
- Ensures the QI process in adherence to determine root cause by utilizing the "5 Why's" or other RCA modality and Fishbone Diagram other recognized method for determining contributing factors.
- Reviews PLATO performance improvement audit data, analyzes data and recommends QI project for low compliance audits.
- Develop graphs and statistical data for measuring improvement.
- Formulates monthly/quarterly written statistical reports for each QI project.
- Completes analytical assessment for data improvements or data decline.
- Submits reports to QI leadership and management to review analysis.
- Consults with management and QI leadership to evaluate action plan successes and determines systemic or local approach.
- Consults with management and QI leadership to re-evaluate

unsuccessful action plans.

- Develops QI training materials in alliance with the departments' CQI program.
- Provides training to all levels of hospital staff.
- Provides assistance in improving forms and other data gathering methodologies.
- Populate, review and provide audit data to QI leadership and management.
- Reviews SIR to determine trending patterns.
- Reviews Risk Management reports to determine trending patterns.
- Enter data in PLATO, review PLATO reports and provide consultation.
- Provide assistance in improving forms and other data gathering methodologies.

20%

COMMUNICATION

- Communicate, consult and problem solve with various Department heads, Service Chiefs, Program Directors and Administrative staff throughout the facility to maintain and continually improve the quality improvement system.
- Exercises a logical approach to problem solving, excellent analytical skills, good interpersonal skills with the ability to manage expectations and explain technical details.
- Provides detailed information for the success of the continuous quality improvement initiative, 1. Define Problem; 2. Identify Solution; 3. Implement Solution; and, 4. Assess/Solution
- Participates and may lead in QI meetings.

2. SUPERVISION RECEIVED

The AGPA is under the immediate supervision of the Incident Management Manager and provisional management under the Standards Compliance Director.

3. SUPERVISION EXERCISED

None

4. KNOWLEDGE AND ABILITIES

Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work;

coordinate the work of others, act as a team or conference leader; and appear before legislative and other committees.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace, which enables the employee to work effectively.

SITE SPECIFIC COMPETENCIES

- Knowledge of Microsoft Word, Excel, Access, and Plato.
- Ability to establish professional relationships with Administrators, supervisors, and teams.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Ability to provide computer-generated reports.
- Ability to develop databases in Access and Excel
- PLATO Database

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING –

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

EMPLOYEE IS REQUIRED TO:

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with Employees, patients/clients, and the public;
- Comply with hospital policies and procedures.

Employee Signature

Print Name

Date

Supervisor Signature

Print Name

Date

Reviewing Supervisor Signature

Print Name

Date